



COVID-19 Service and Policy Update

Effective August 3, 2020

Amid the COVID-19 pandemic, Maple Grove Transit's MY RIDE service is open and available for rides with the following service and policy changes:

- **Full fare collection returns on August 3.** Cash payments are acceptable, but the 10-ride ticket and/or the Token Transit Mobile App for is highly preferred and recommended.
- **Riders are required to wear a mask or face covering per Governor Walz issued Emergency Executive Order 20-81.** It is not recommended that face coverings be worn by children under age 2 or by those who have trouble breathing. We also recognize that some customers may not have the ability to obtain a face covering. If that is the case, please contact us and we will provide you one.
- Riders should socially distance themselves on buses and the overall bus capacity is limited to 1 to 3 riders depending on the situation. The passenger seats directly behind the driver are not available for rider use.
- MY RIDE reserves the right to deny a ride if it is in the best interest and safety of the drivers and general public. All decisions to provide or deny a ride will be made on a case-by-case basis and be based on MY RIDE's informed assessment of each situation and/or rider.
- MY RIDE is not required to transport visibly ill persons who are displaying COVID-19 related symptoms as published by the [Minnesota Department of Health](#) and/or those who are currently positive for COVID. Riders must be symptom free for at least 14 days from the COVID-19 positive test date.
- MY RIDE may screen riders within a day or two to ask if the rider or someone in their living arrangement has COVID-19 or has tested positive.
- MY RIDE" service is available to pick up your groceries at Maple Grove stores that offer pick-up service. MY RIDE customers can now order groceries and household essentials online from a Maple Grove store that has online shopping and local pick up. MY RIDE will pick your order up and deliver to your house. Call 763-493-2200 for all the details.
- MY RIDE has been expanded to include CROSS in Rogers and CEAP in Brooklyn Center. You can use the MY RIDE to travel to these locations or pick-up your food shelf groceries. Call 763-493-2200 for all the details.

The health and safety of our riders and staff is our utmost concern. Buses and facilities are thoroughly cleaned and disinfected on a regular basis. We encourage riders to follow the guidelines recommended by the [Minnesota Department of Health](#). You can help by regularly washing your hands frequently with soap and water. Avoid touching your eyes, nose, and mouth with unwashed hands. Clean and disinfect frequently touched objects and surfaces. **We encourage our riders to cover their nose and mouth with a cloth mask or other face covering. Most importantly, if you are sick....do not use public transit!!!**

To schedule a ride or for questions call 783-493-2200 or contact the Transit Administrator at: transit@maplegrovmn.gov or 763-494-6005.